



2023-26 STRATEGIC PLAN



VISION: Equitable access to library and information services for the people of Oregon.



MISSION: The State Library of Oregon cultivates, preserves, and delivers library and information services to foster lifelong learning and community engagement.

VALUES

Equity: We challenge our personal and organizational biases in order to improve our practices and better serve all communities.

Access: We commit to ensuring information is preserved, discoverable, and available.

Collaboration: We invest in sustained and intentional partnerships by sharing expertise and resources to achieve mutual goals.

Public Service: We deliver excellent customer service and stewardship of resources to support democracy and the public good.

Adaptability: We anticipate and evolve as needs change to deliver innovative results to our customers, to our partners, and to each other.

STRATEGIC FOCUS AREA 1: PROVIDE EXCELLENT CUSTOMER SERVICE

GOAL A: Meet the information needs of our customers.

Objective: Enrich the visitor experience at the State Library

Objective: Improve customer experience with State Library services

GOAL B: Meet the information needs of our customers.

Objective: Improve the knowledge and skills of library workers across Oregon through relevant and responsive continuing education

Objective: Encourage libraries' inclusion and outreach efforts in their communities

GOAL C: Ensure customers are satisfied with our services.

Objective: Improve our services using customer feedback

Objective: Streamline processes for our customers



STRATEGIC FOCUS AREA 2: EXPAND OUR REACH

GOAL D: Leverage partnerships to foster inclusion & belonging.

Objective: Create supportive frameworks

GOAL E: Build connections to expand services.

Objective: Engage with partners to improve equity, access, and service

GOAL F: Invite in communities that are systemically underrepresented and under-resourced.

Objective: Ensure that the State Library is welcoming for all

Objective: Help libraries learn and use equitable, diverse, inclusive, and antiracist (EDIA) practices

STRATEGIC FOCUS AREA 3: EMPOWER STAFF

GOAL G: Create a culture of learning and adaptability.

Objective: Support staff goals around professional development to inform agencywide and individual training and development activities

GOAL H: Provide the technology and resources needed.

Objective: Support infrastructure needs

